

Sample specs: Arlington residents recruited by the City of Arlington (email/postcards).

Count Only (No Quotas): (n=450+)

Zip Code:	76001 (set to n=450; target=25-27)	01
(From S2)	76002 (set to n=450; target=7-10)	02
	76006/76155 (set to n=450; target=31-33)..	03
	76010 (set to n=450; target=57-59)	04
	76011 (set to n=450; target=32-34)	05
	76012 (set to n=450; target=39-41)	06
	76013 (set to n=450; target=42-44)	07
	76014 (set to n=450; target=43-45)	08
	76015 (set to n=450; target=24-26)	09
	76016/76119 (set to n=450; target=48-50)..	10
	76017 (set to n=450; target=61-63)	11
	76018 (set to n=450; target=30-32)	12
	76155 (set to n=450)	13
	76119 (set to n=450)	14
Gender:	Male (set to n=450; target=225).....	1
	Female (set to n=450; target=225).....	2
Age:	18-24 (set to n=450; target=40)	1
	25-44 (set to n=450; target=225)	2
	45-54 (set to n=450; target=89)	3
	55-64 (set to n=450; target=50)	4
	65 or older (set to n=450; target=46)	5

2012 (FY2013) Dec. CITY SERVICES SURVEY – Internet

Thanks for agreeing to participate in this citizen survey. Decision Analyst, an independent opinion research firm in Arlington, is conducting an important annual survey for the **City of Arlington**, and would like to include your opinions. This information will be used by the City of Arlington in an effort to improve city services. It will take about 15-20 minutes to finish if you are selected to participate in the survey.

Your individual answers will be anonymous and strictly confidential, of course. Once you have answered all of the questions on a page, please click on the “Continue” button.

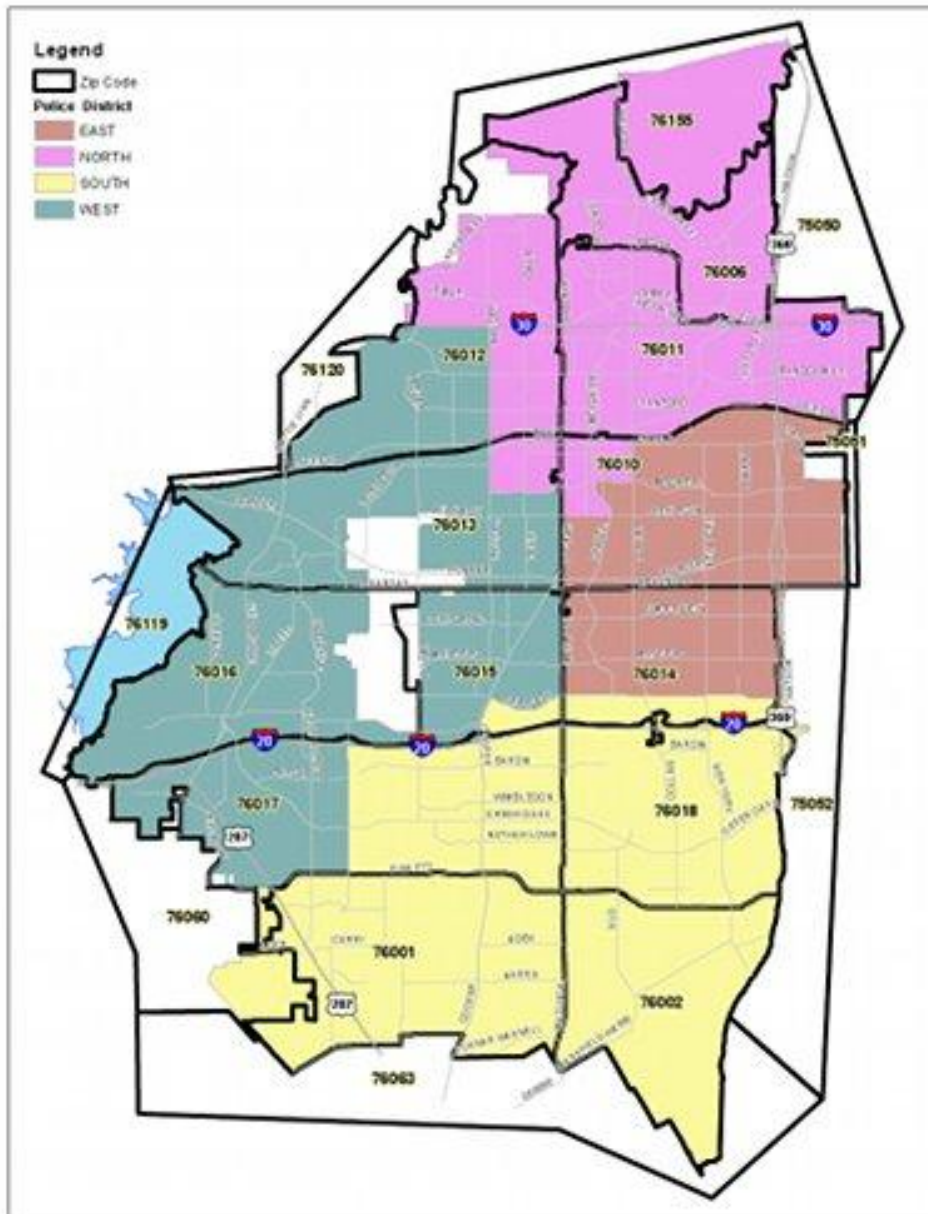
PROGRAMMER NOTE: USE HELP DESK CONTACT: Sue Ford at sford@danalyst.com
 Create **Simplified Survey Link For Email list:** <http://www.daisurvey.com/online>
 Create **Simplified Survey Link For Postcard Mail-out:** <http://www.daisurvey.com/city>

S1. Just to confirm, do you live in the Arlington city limits, excluding Dalworthington Gardens and Pantego? {Choose One Answer}

SR

- 1 Yes
- 2 No (DNQ1)
- 3 Don't know/No answer (DNQ2)

S1a. Which of the following Arlington districts do you live in? Please look over the map carefully before you answer. {Choose One Answer} (NEW IN 2011)



SR

- 1 East district (Brown area)
- 2 North district (Pink area)
- 3 South district (Yellow area)
- 4 West district (Green area)
- 5 None of these (DNQ3)

S2. **And could you please tell us your zip code?** {Choose One Answer}

SR

- 01 76001
- 02 76002
- 03 76006
- 04 76010
- 05 76011
- 06 76012
- 07 76013
- 08 76014
- 09 76015
- 10 76016
- 11 76017
- 12 76018
- 13 Other zip code (SHOW AFTER ALL OTHER ZIP CODES; DNQ4)
- 14 Don't know/No answer (SHOW ALWAYS LAST; DNQ5)
- 15 76119 (ADDED IN 2011 TO MATCH POLICE DISTRICT)
- 16 76155 (ADDED IN 2011 TO MATCH POLICE DISTRICT)

(PROGRAMMER: CROSS-CHECK S1a WITH S2. IF **S1a ZIP CODES** BELOW FOR THE SELECTED DISTRICT DOES **NOT** INCLUDE **S2 ZIP CODE**, DNQ998)

	MAJOR Zip Codes Covered
East Police District	76010, 76014
North Police District	76155, 76006, 76011, 76012, 76010
South Police District	76001, 76017, 76018, 76002
West Police District	76119, 76012, 76013, 76016, 76015, 76017

S2a-S2d. (DELETED IN 2011)

S3. **Which, if any, of the following do you, or does anyone in your household, work for?** {Choose All Correct Answers}

MR

- 1 Marketing research firm
- 2 Newspaper, magazine, radio or TV station
- 3 The City of Arlington
- 4 Another city government
- 5 None of these
- 6 ~~(DO NOT SHOW; DELETED) Don't know/No answer~~

(PROGRAMMER: MUST ANSWER CODE 5, DNQ7)

S4. **What is your age?** {Choose One Answer}

SR

- 1 Under 18 (DNQ8)
- 2 18-24
- 3 25-34
- 4 35-44
- 5 45-54
- 6 55-64
- 7 65 or older
- 8 Don't know/No answer (DNQ9)

S5. **Are you...?** {Choose One Answer}

SR

- 1 Male
- 2 Female

(Once You Have Answered All Of The Questions Above, Please Click On The "SUBMIT" Button Below.)

SUBMIT

Survey Completed!

QUALIFICATION CHECK

DNQ1, S1—Code 2
DNQ2, S1—Code 3
DNQ3, S1a—Code 5
DNQ4, S2—Code 13
DNQ5, S2—Code 14
DNQ998, S1a/S2—Mismatch zip codes with the selected district (Cheater)
DNQ7, S3—NOT Code 5, security
DNQ8, S4—Code 1
DNQ9, S4—Code 8

[IF RESPONDENT DOES QUALIFY] SKIP DIRECTLY TO Q1Z, WITHOUT THE QUALIFYING TEXT

[IF RESPONDENT DOES NOT QUALIFY]

Thanks for completing this screening questionnaire.

If you are selected to participate in the main survey, we will notify you within one week.

Your answers and personal information are private, protected, and secure.

Thanks again for your help!

Kim Probasco
City of Arlington

2012 (FY2013) Dec. CITY SERVICES SURVEY – Questionnaire

Q1Z. Which of the following are reasons why you live in Arlington, Texas? (RANDOMIZE) (DAI NOTE: NEW IN 2011) {Choose All Correct Answers}

MR

- 1 Convenience
- 2 Quality of life
- 3 Affordable housing and property taxes
- 4 Friendliness of residents
- 5 Parks or recreation programs
- 6 Entertainment opportunities
- 7 Location
- 8 I grew up here
- 9 City services such as police, fire, etc.
- 10 Schools
- 11 Quality/variety of housing
- 12 None of the above/Other (DNR)
- 13 Don't know/No answer (DNR)

(PAGE BREAK)

Q1. Overall, how would you rate Arlington as a city to live in, in terms of quality of life? {Choose One Answer}

SR

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Don't know/No answer

Q1A.-Q1C. (DELETE)

Q1X. (DELETE IN 2009)

Q1d. Would you recommend Arlington, Texas to others as a place to live? (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q1e. Do you intend to continue residing in Arlington? (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q1f. **Do you work in Arlington?** (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q1g. **How much would you agree or disagree with the following statements about the City of Arlington? How much would you agree or disagree that the City of Arlington...?** (DAI NOTE: NEW IN 2010) (RANDOMIZE) {Choose One Answer For Each Row}

SG

		Strongly Agree	Some-what Agree	Neither Agree Nor Disagree	Some-what Disagree	Strongly Disagree	Don't Know
1	Is financially stable (NEW IN 2011).....	1	2	3	4	5	6
2	Is a great place to operate a business.....	1	2	3	4	5	6
3	Is a safe place to live.....	1	2	3	4	5	6
4	Is a great place to raise children....	1	2	3	4	5	6
5	Is a great place to work	1	2	3	4	5	6
6	Is a great place to retire.....	1	2	3	4	5	6
7	Is a beautiful place to live (NEW IN 2011)	1	2	3	4	5	6
8	Is culturally diverse.....	1	2	3	4	5	6
9	Has a variety of housing options (NEW IN 2011).....	1	2	3	4	5	6
10	Provides an exceptional quality of life (NEW IN 2011)	1	2	3	4	5	6
11	Traffic levels are acceptable (NEW IN 2011).....	1	2	3	4	5	6
12	Is committed to going green (NEW IN 2011).....	1	2	3	4	5	6

Q2. **Overall, how would you rate your neighborhood as a neighborhood to live in, in terms of quality of life?** (DAI NOTE: Q3 IN 2005.) {Choose One Answer}

SR

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Don't know/No answer

Q2A.-Q2G. (DELETE)

Q2X-Q2Y. (DELETE)

Study #120496

Q3. Thinking about the neighborhood you live in, please tell us whether you think each of the following is a major problem, somewhat of a problem, only a small problem, or not a problem in your neighborhood. (DAI NOTE: Q4 IN 2005; CHANGED SCALE IN 2006) (RANDOMIZE) {Choose One Answer For Each Row}

SG

		<u>Major Problem</u>	<u>Somewhat Of A Problem</u>	<u>Only A Small Problem</u>	<u>Not A Problem</u>	<u>Don't Know</u>
1	Dilapidated buildings or houses (CHANGED WORDING IN 2006— ICMA)	1	2	3	4	5
2	Stray animals	1	2	3	4	5
3	Weeds and unmowed grass (DAI NOTE: ICMA)	1	2	3	4	5
4	(DELETE “Trash and litter” IN 2009)					
5	(SKIP Condition of residential streets in your neighborhood IN 2010)	1	2	3	4	5
6	(SKIP Condition of major streets in or near your neighborhood IN 2010)	1	2	3	4	5
7	(SKIP Condition of parks or park facilities in your neighborhood IN 2010)	1	2	3	4	5
8	(SKIP/MOVED IN 2006)					
9	Illegal drug sales	1	2	3	4	5
10	Residential burglaries	1	2	3	4	5
11	Violent crime	1	2	3	4	
12	Car burglaries	1	2	3	4	5
13	Vacant lots or abandoned property	1	2	3	4	5
14	(SKIP Street lighting IN 2010)	1	2	3	4	5
15	Neighborhood gangs	1	2	3	4	5
16	Abandoned or junk vehicles (DAI NOTE: ICMA)	1	2	3	4	5
17	(DELETE “Dilapidated fences” IN 2009)					
18	(DELETE “Illegal operation of home-based businesses” IN 2009)					
19	Property cleanliness or maintenance	1	2	3	4	5
20	Illegal dumping	1	2	3	4	5
21	(SKIP)					
22	Vehicles parked in yards	1	2	3	4	5
23	Oversized vehicles parking in the neighborhood	1	2	3	4	5
24	Graffiti (DAI NOTE: NEW IN 2006— ICMA)	1	2	3	4	5
25	Speeding in your neighborhood (DAI NOTE: NEW IN 2010) (WORDING	1	2	3	4	5

	CHANGE IN 2011)					
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Q3a. ~~(DELETE)~~

Q3b. **Thinking about your neighborhood, does your neighborhood have any of the following organizations?** (DAI NOTE: NEW IN 2010.) {Choose All Correct Answers}

MR

- 1 Community Watch Group (WORDING CHANGE IN 2011)
- 2 Neighborhood Association
- 3 Homeowners Association
- 4 Don't know/No answer (ALWAYS SHOW LAST)
- 5 Citizens on Patrol (SHOW AFTER CODE 3; NEW IN 2011)

Q3c. (ASK IF CODE 1-3 OR 5, ORGANIZATION IN Q3b; OTHERWISE SKIP TO Q6) **Do you participate in any of these associations?** (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q4-Q5. (DELETED)

Q6. **Overall, how would you rate the level of customer service provided by City of Arlington departments?** (DAI NOTE: Q7A IN 2005.) {Choose One Answer}

SR

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Don't know/No answer

Q7.-Q10. (DELETED)

Q11. And thinking about any services and facilities that the City provides, please rate each of the following services and facilities you have used or visited *in the past 12 months*. If you have *not* used the City service or facility in the past 12 months, please select “Have not used in the past 12 months” for the service. (DAI NOTE: INCLUDE Q2/Q14/Q16/Q17a/Q23 IN 2005; CHANGED SCALE IN 2006) (RANDOMIZE) {Choose One Answer For Each Row}

SG

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Have NOT Used In The Past 12 Months</u>	<u>Don't Know</u>
1	(SKIP Fire services IN 2010)						
2	(SKIP Ambulance services or emergency medical services IN 2010)						
3	Community education services by the Fire Department (DAI NOTE: WORDING CHANGE IN 2010)	1	2	3	4	5	6
4	(SKIP Police IN 2010)						
5	Quality of garbage collection services (DAI NOTE: ICMA CPM) (CHANGED WORDING IN 2009)	1	2	3	4	5	6
6	Quality of recycling services (DAI NOTE: ICMA CPM) (CHANGED WORDING IN 2009)	1	2	3	4	5	6
7	Landfill services (DAI NOTE: Q17a IN 2005)	1	2	3	4	5	6
8	Animal services	1	2	3	4	5	6
9	(SKIP “Parks” IN 2006)						
10	(SKIP “Recreational programs and facilities” IN 2006)						
11	(SKIP “Libraries” IN 2006)						
12	(DELETE “Park & ride” IN 2009)						
13	(DELETE Handitran transit service IN 2012)						
14	Convention Center (DAI NOTE: Q16 IN 2005)	1	2	3	4	5	6
15	Municipal court services (DAI NOTE: Q14 IN 2005)	1	2	3	4	5	6
16	(DELETE One-Stop Shop development services IN 2012)						
17	Code enforcement (NEW IN 2007)	1	2	3	4	5	6
18	(SKIP Quality of water and sewer services IN 2010)						
19	(DELETE Action Center IN 2012))						
20	(DO NOT SHOW IN 2011) Quality of drinking water	1	2	3	4	5	6
21	(DELETE) Quality of sewer (NEW IN 2007)						

	2010)						
22	Quality of yard waste/debris pickup (DAI NOTE: ICMA CPM) (NEW IN 2010)	1	2	3	4	5	6
23	Emergency Management services (NEW IN 2010)	1	2	3	4	5	6
24	Graffiti removal (NEW IN 2010)	1	2	3	4	5	6
25	City website (NEW IN 2010)	1	2	3	4	5	6
26	City television channels (NEW IN 2010)	1	2	3	4	5	6
27	Council webcast (NEW IN 2010)	1	2	3	4	5	6
28	Electronic bill-paying service (NEW IN 2010)	1	2	3	4	5	6
29	(DELETE) Housing programs (NEW IN 2010)						
30	Open records requests (NEW IN 2010)	1	2	3	4	5	6
31	Platting services (NEW IN 2010)	1	2	3	4	5	6
32	Zoning services (NEW IN 2010)	1	2	3	4	5	6
33	Dispatch services (911) (NEW IN 2010)	1	2	3	4	5	6
34	(DELETE Building inspections IN 2012)						
35	(DELETE Municipal airport IN 2012)						
36	(DELETE Health inspections IN 2012)						
37	Community education services by the Police Department (DAI NOTE: NEW IN 2011).....	1	2	3	4	5	6
38	Building permits (DAI NOTE: NEW IN 2012)	1	2	3	4	5	6
39	Vital statistics services (such as birth certificate, death certificate) (DAI NOTE: NEW IN 2012)	1	2	3	4	5	6

Q11x. If you have had contact with the Fire Department over the past 12 months, what was the nature of the service? (DAI NOTE: ICMA CPM) (RANDOMIZE) (NEW IN 2010) {Choose All Correct Answers}

MR

- 1 Home or personal property fire
- 2 Business or commercial fire
- 3 Personal assistance
- 4 Other (DNR)
- 5 Have **not** had contact in the past 12 months (DNR)

Q11a. (ASK IF CODE 1-4, ANY SERVICE IN Q11x; OTHERWISE SKIP TO Q11aX) **Now, thinking about Fire services that the City provides, please rate each of the following.** (DAI NOTE: ICMA CPM; CHANGE SKIP LOGIC IN 2010) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of service	1	2	3	4	5
b. Timeliness of service	1	2	3	4	5
c. (SKIP Overall satisfaction IN 2010).....					

Q11aX. (ASK ALL) **Whether or not you've had direct contact with the Fire Department, please provide your opinion on the following.** (DAI NOTE: ICMA CPM) (NEW IN 2010) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of Fire services in the city.....	1	2	3	4	5
b. Availability of Fire services.....	1	2	3	4	5

Q11aY. **In the past 12 months**, have you or anyone in your household used **ambulance services or emergency medical services**? (DAI NOTE: ICMA CPM) (NEW IN 2010) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q11b. (ASK IF CODE 1, YES, IN Q11aY; OTHERWISE SKIP TO Q11bX) **Now, thinking about ambulance services or emergency medical services that the City provides, please rate each of the following.** (DAI NOTE: ICMA CPM; SKIP LOGIC CHANGE IN 2010) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of service	1	2	3	4	5
b. Timeliness of service	1	2	3	4	5
c. (SKIP Overall satisfaction IN 2010).....					

Q11bX. (ASK ALL) **Whether or not you've had direct contact or experience with ambulance services or emergency medical services in the City, how would you rate the quality of ambulance services or emergency medical services in the City?** (DAI NOTE: ICMA CPM) (NEW IN 2010) {Choose One Answer}

SR

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Don't know/No answer

Q11c.If you have had contact with the Arlington Police Department over the past 12 months, what was the nature of the service? (DAI NOTE: ICMA CPM) (RANDOMIZE) (NEW IN 2010) {Choose All Correct Answers}

MR

- 1 Personal or domestic disturbance assistance (WORDING CHANGE IN 2011)
- 2 Home or personal property theft
- 3 Business or commercial theft
- 4 Alarm response
- 5 Traffic violation
- 6 Other (DNR) (SHOW ALWAYS AFTER ALL OTHER STUBS)
- 7 Have **not** had contact in the past 12 months (DNR) (SHOW ALWAYS LAST)
- 8 At a sporting or entertainment venue (NEW IN 2011)
- 9 Suspect in crime (NEW IN 2011)

Q11d.(ASK IF CODE 1-6 OR 8-9, ANY SERVICE IN Q11c; OTHERWISE SKIP TO Q11dX) **Now, thinking about police services that the City provides, please rate each of the following.** (DAI NOTE: ICMA CPM) (NEW IN 2010) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of service (DAI NOTE: CALEA).....	1	2	3	4	5
b. Timeliness of service (DAI NOTE: CALEA).....	1	2	3	4	5
c. Overall competence of Police employees (DAI NOTE: CALEA) (NEW IN 2011)	1	2	3	4	5
d. Behavior and attitude of Police officers (DAI NOTE: CALEA) (NEW IN 2011).....	1	2	3	4	5

Q11dX.(ASK ALL) **Whether or not you've had direct contact with the Police Department, please provide your opinion on the following.** (DAI NOTE: ICMA CPM) (NEW IN 2010) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of Police services in the city	1	2	3	4	5
b. Availability of Police services	1	2	3	4	5
c. Overall competence of Police employees (DAI NOTE: CALEA) (NEW IN 2011)	1	2	3	4	5
d. Behavior and attitude of Police officers (DAI NOTE: CALEA) (NEW IN 2011).....	1	2	3	4	5

(PAGE BREAK)

Q11eX. Please tell us if you have any recommendations or suggestions for improvement at the Police Department. {Please Type Your Answers In The Box Below. Please Be Specific And Include Details.}
(DO NOT VALIDATE) (NEW IN 2011)

TO

(VERBATIMS AND CODE)

Q11e.If you have used a city park or facility over the past 12 months, what was the nature of the service? (RANDOMIZE) (DAI NOTE: NEW IN 2010) {Choose All Correct Answers}

MR

- 1 General recreation
- 2 Sports (team)
- 3 Golf
- 4 Aquatics
- 5 Facility rental
- 6 Other (DNR)
- 7 Have **not** used in the past 12 months (DNR)

Q12. (DELETE IN 2009)

Q12aX. (ASK ALL) **Whether or not you've had direct contact with the Parks & Recreation Department, please provide your opinion on the following.** (DAI NOTE: NEW IN 2010) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of Parks & Recreation services in the city	1	2	3	4	5
b. Availability of Parks & Recreation services	1	2	3	4	5

Q12a. Now, thinking about the Arlington Parks and Recreation facilities, please rate each of the following. (DAI NOTE: QUESTION WORDING CHANGE IN 2009) (RANDOMIZE) {Choose One Answer For Each Row}

SG

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
1	(DELETE Overall parks and recreation programs and facilities IN 2010)					
2	Quality of parks and recreation programs or classes (DAI NOTE: ICMA; CHANGED WORDING IN 2009)	1	2	3	4	5
3	Range or variety of parks and recreation activities (DAI NOTE: ICMA).....	1	2	3	4	5
4	Quality and appearance of parks and recreation facilities or centers (DAI NOTE: ICMA; CHANGED WORDING IN 2009).....	1	2	3	4	5
5	(DELETE "Ease of getting to parks and recreation facilities" IN 2009)					
6	(DELETE Safety of parks and recreation facilities IN 2010)					
7	Overall quality of city parks (DAI NOTE: Q32a IN 2005) (SKIP LOGIC CHANGED IN 2009)	1	2	3	4	5
8	(DELETE IN 2009)					
9	(DELETE IN 2009)					
10	(DELETE IN 2009)					
11	Quality of customer service (NEW IN 2010)	1	2	3	4	5

Q12b. If you, or anyone in your household, have used a City Library over the past 12 months, what was the nature of the service? (RANDOMIZE) (DAI NOTE: NEW IN 2010) {Choose All Correct Answers}

MR

- 1 Check out materials
- 2 Utilize computers
- 3 Attend programs or workshops
- 4 Research
- 5 Other (DNR)
- 6 Have **not** used in the past 12 months (DNR)

Q12z. (DELETE IN 2010.)

Q13. (ASK IF CODE 1-5, ANY SERVICE IN Q12b; OTHERWISE SKIP TO Q13a) **Now, thinking about services that the City Library provides, please rate each of the following.** (DAI NOTE: QUESTION WORDING AND SKIP LOGIC CHANGE IN 2011) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of library services (DAI NOTE: ICMA; CHANGED WORDING IN 2009)	1	2	3	4	5
b. Library facilities	1	2	3	4	5
c. Availability of materials you wanted at Arlington libraries (DAI NOTE: ICMA)	1	2	3	4	5

Q13a. If you have utilized **Code Compliance** over the past 12 months, what was the nature of the service? (RANDOMIZE) {Choose All Correct Answers} (DAI NOTE: Q TEXT CHANGE IN 2012)

MR

- 1 Code complaint (to report or respond to a complaint)
- 2 (DO NOT SHOW; DELETED IN 2012) ~~Vital statistics (birth certificate, death certificate)~~
- 3 Animal shelter
- 4 (DO NOT SHOW; DELETED IN 2012) ~~Housing assistance~~
- 5 Other (DNR)
- 6 Have **not** utilized in the past 12 months (DNR)

Q13b. (ASK IF CODE 1-5, ANY SERVICE IN Q13a; OTHERWISE SKIP TO Q14) **Considering the services that Code Compliance provides, please rate each of the following.** (RANDOMIZE) {Choose One Answer For Each Row} (SKIP LOGIC CHANGE IN 2011) (DAI NOTE: Q TEXT CHANGE IN 2012)

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of customer service	1	2	3	4	5
b. Timeliness of complaint response	1	2	3	4	5

Q13c.(DELETE IN 2011)

Q13d.(DELETE IN 2011)

Q14x. (DELETE)

Q14. Now, thinking about the streets and roads in Arlington, how would you rate each of the following? (DAI NOTE: NEW IN 2006) (RANDOMIZE) {Choose One Answer For Each Row}

SG

		<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
1	Overall condition of streets and roads	1	2	3	4	5
2	Condition of your neighborhood streets	1	2	3	4	5
3	Maintenance of all major city-maintained streets, such as Fielder Road, Green Oaks, and Sublett (WORDING CHANGE IN 2011)	1	2	3	4	5
4	Maintenance of street medians and right-of-ways (DAI NOTE: Q28 IN 2005).....	1	2	3	4	5
5	Quality of street sweeping or cleaning (DAI NOTE: Q2s IN 2005— ICMA; CHANGED WORDING IN 2010)	1	2	3	4	5
6	(DELETE "Availability of sidewalks" IN 2009)					
7	Managing traffic flow in entertainment district.....	1	2	3	4	5
8	Managing traffic on the major thoroughfares, not including highways, during peak traffic hours	1	2	3	4	5
9	Quality of street repair services (DAI NOTE: ICMA CPM) (NEW IN 2009)	1	2	3	4	5
10	Traffic signal timing (NEW IN 2010)	1	2	3	4	5
11	Landscaping along streets (TEXT CHANGE IN 2012)	1	2	3	4	5
12	Street lighting (NEW IN 2010)	1	2	3	4	5
13	Speed in completing road work repairs (NEW IN 2010)	1	2	3	4	5
14	Condition of sidewalks (NEW IN 2012)	1	2	3	4	5

Q14a. During the past 12 months, if you have had contact with the Water Utilities Department, what was the nature of the contact? (RANDOMIZE) (DAI NOTE: NEW IN 2011) {Choose All Correct Answers}

MR

- 1 Establish residential water service
- 2 Establish commercial/business water service
- 3 Water line repair
- 4 Sewer assistance
- 5 Online payment system
- 6 Assistance/questions
- 7 Interactive phone payment system
- 8 Other (DNR)
- 9 Have **not** had contact in the past 12 months (DNR)

Q14b. (ASK IF CODE 1-8, ANY SERVICE IN Q14a; OTHERWISE SKIP TO Q14c) **Now, thinking about water customer services that the City provides, please rate each of the following.** (DAI NOTE: NEW IN 2011) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of service	1	2	3	4	5
b. Timeliness of service	1	2	3	4	5
c. Availability of service.....	1	2	3	4	5

Q14c.(ASK ALL) **Whether or not you've had direct contact with the Water Utilities Department, please provide your opinion on the following.** (DAI NOTE: NEW IN 2011) (RANDOMIZE) {Choose One Answer For Each Row}

SG

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't Know</u>
a. Quality of drinking water	1	2	3	4	5
b. Efficiency in water line repair	1	2	3	4	5
c. Speed in completing water/sewer construction	1	2	3	4	5
d. Water treatment services	1	2	3	4	5
e. Water conservation efforts	1	2	3	4	5

Q14d. **The City works on several ways to encourage water conservation. Where have you seen or heard about Arlington's water conservation efforts?** (RANDOMIZE) (DAI NOTE: NEW IN 2011)
{Choose All Correct Answers}

MR

- 01 Newspaper
- 02 Television
- 03 Radio
- 04 Internet/Web
- 05 Facebook
- 06 Twitter
- 07 EcoFest event
- 08 Water conservation classes
- 09 Water bill insert
- 10 Other (DNR; ALWAYS SHOW AFTER ALL OTHER STUBS)
- 11 Have **not** seen or heard anything (DNR; ALWAYS SHOW LAST)
- 12 Direct mail (NEW IN 2012; SHOW BEFORE CODE 10, OTHER)
- 13 Civic groups (NEW IN 2012; SHOW BEFORE CODE 10, OTHER)
- 14 Email notification (NEW IN 2012; SHOW BEFORE CODE 10, OTHER)

Q14e. **Overall, how do you rate the quality of products and services the Water Utilities Department provides?** (DAI NOTE: NEW IN 2011) {Choose One Answer}

SR

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Don't know/No answer

Q15a.-Q15b. (DELETE)

Q16. (DELETE IN 2009)

Q16a. **Have you had contact with staff or City Council at City Hall or another City facility in the past 12 months?** (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q16b. **Based on your impression or experience, how much would you agree or disagree with the following statements?** (DAI NOTE: NEW IN 2010) (RANDOMIZE) {Choose One Answer For Each Row}

SG

		Strongly Agree	Some-what Agree	Neither Agree Nor Disagree	Some-what Disagree	Strongly Disagree	Don't Know
1	I get answers I need when I call a City facility (such as City Hall, Municipal Court, Police)	1	2	3	4	5	6
2	I get the answers I need when I visit a City facility (such as City Hall, Municipal Court, Police)	1	2	3	4	5	6
3	When I ask a City employee for something, they either provide the answer or find someone who can.....	1	2	3	4	5	6
4	When I ask the same question from different City employees, I get the same answer.....	1	2	3	4	5	6

Q17.-Q17a. (DELETE IN 2009)

Q18. (DELETE IN 2010)

The City of Arlington has a priority of providing safety to our residents, businesses and visitors.

Please answer the following questions regarding safety in Arlington. (DAI NOTE: ADD TEXT BEFORE Q19 SAFETY SERIES IN 2010) (TEXT CHANGE IN 2012)

Q19a. (DELETE IN 2010)

Q19b. **How safe would you feel walking alone in your neighborhood during the day? Would you say you feel...?** (DAI NOTE: Q5 IN 2005) (ANSWER SCALE CHANGED TO MATCH TO ICMA IN 2009) (DAI NOTE: CALEA) {Choose One Answer}

SR

- 1 Very safe
- 2 Somewhat safe
- 3 Neither safe nor unsafe (NEW IN 2009)
- 4 Somewhat unsafe (WORDING CHANGE IN 2009)
- 5 Very unsafe (WORDING CHANGE IN 2009)
- 6 Don't know/No answer

Q19c. **And how safe would you feel walking alone in your neighborhood at night? Would you say you feel...?** (DAI NOTE: Q6 IN 2005) (ANSWER SCALE CHANGED TO MATCH TO ICMA IN 2009) (DAI NOTE: CALEA) {Choose One Answer}

SR

- 1 Very safe
- 2 Somewhat safe
- 3 Neither safe nor unsafe (NEW IN 2009)
- 4 Somewhat unsafe (WORDING CHANGE IN 2009)
- 5 Very unsafe (WORDING CHANGE IN 2009)
- 6 Don't know/No answer

Q19d. **How safe would you feel walking alone in business areas in Arlington during the day? Would you say you would feel...?** (DAI NOTE: NEW IN 2006) (ANSWER SCALE CHANGED TO MATCH TO ICMA IN 2009) (DAI NOTE: CALEA) {Choose One Answer}

SR

- 1 Very safe
- 2 Somewhat safe
- 3 Neither safe nor unsafe (NEW IN 2009)
- 4 Somewhat unsafe (WORDING CHANGE IN 2009)
- 5 Very unsafe (WORDING CHANGE IN 2009)
- 6 Don't know/No answer

Q19e. **And how safe would you feel walking alone in business areas in Arlington at night? Would you say you would feel...?** (DAI NOTE: NEW IN 2006) (ANSWER SCALE CHANGED TO MATCH TO ICMA IN 2009) (DAI NOTE: CALEA) {Choose One Answer}

SR

- 1 Very safe
- 2 Somewhat safe
- 3 Neither safe nor unsafe (NEW IN 2009)
- 4 Somewhat unsafe (WORDING CHANGE IN 2009)
- 5 Very unsafe (WORDING CHANGE IN 2009)
- 6 Don't know/No answer

Q19f. **During the past 12 months**, were you or anyone in your household the victim of **any crime**?
(ADDED IN 2009: ICMA) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't remember/Don't know

Q19g.(ASK IF CODE 1, YES IN Q19f; OTHERWISE SKIP TO Q20a) **Did you report any of these crimes to the police?** (DAI NOTE: ADDED IN 2009: ICMA; WORDING AND SKIP LOGIC CHANGE IN 2010)
{Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't remember/Don't know

Q19gX.(ASK IF CODE 1, YES IN Q19g; OTHERWISE SKIP TO Q20a) **How would you rate the contact you had with the police?** (DAI NOTE: NEW IN 2010) {Choose One Answer}

SR

- 1 Excellent
- 2 Good
- 3 Fair
- 4 Poor
- 5 Don't know/No answer

Q19h.-Q19i. (DELETE IN 2010)

Q20. (DELETE IN 2009)

Q20a. (DELETE IN 2012)

Q20b.-Q20d. (DELETE IN 2010)

The City is concerned about the financial constraints the economy has imposed upon residents. Please tell us whether or not the economy has affected you in the following ways.

Q20e. Has your employment situation changed over the past 12 months? Or have you been unemployed over the past 12 months? (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q20f. Have you missed house payments over the past 12 months due to the economic downturn? (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q20g. Have you foreclosed on a home in the past 12 months? (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes
- 2 No
- 3 Don't know/No answer

Q20h. Are you aware of resources available through the Housing Authority for those facing foreclosure? {Choose One Answer} (DAI NOTE: NEW Q IN 2012)

SR

- 1 Yes, I am aware
- 2 No, I am not aware
- 3 Don't know/No answer

Q21. The City of Arlington provides its citizens with a variety of services, such as Police, Fire, Parks, Water and other types of services and facilities. Thinking about the services and facilities that the City provides, do you feel that you are getting your money's worth for your tax dollars, or not? (DAI NOTE: FROM 2004 STUDY) {Choose One Answer}

SR

- 1 Yes, getting money's worth
- 2 No, not getting money's worth
- 3 Don't know/No answer

Q21a. Are you aware that the City is primarily funded through a portion of property, sales and other taxes collected in the City, and that your property and shopping dollars matter to the sustainability of the City structure? (DAI NOTE: NEW IN 2010.) {Choose One Answer}

SR

- 1 Yes, I am aware
- 2 No, I am not aware
- 3 Don't know/No answer

Q22. Considering all of the services the City provides, *and* all of the taxes you pay, which of the following statements comes closest to your view? (DAI NOTE: FROM 2004 STUDY; QUESTION TEXT CHANGE IN 2010) {Choose One Answer}

SR

- 1 I would prefer that the City ***decrease taxes and decrease services***
- 2 I would prefer that the City ***keep taxes and services about where they are***
- 3 I would prefer that the City ***raise taxes and increase services***
- 4 None of these/Don't know/No answer

Q22a. (DELETE IN 2009)

Q23. Overall, do you feel that the City of Arlington is generally headed in the right direction, or is it on the wrong track? (DAI NOTE: FROM 2004 STUDY) {Choose One Answer}

SR

- 1 Right direction
- 2 Wrong track
- 3 Don't know/No answer

Q23a. Are you aware that you can submit a question, complaint, comment, or suggestion for the City of Arlington through the Action Center, either online or by telephone? (DAI NOTE: NEW IN 2012.) {Choose One Answer}

SR

- 1 Yes, I am aware
- 2 No, I am not aware
- 3 Don't know/No answer

Q24. (DELETE IN 2009)

Q24A.-Q24B. (DELETE)

Q24c. **What school district do you live in?** {Choose One Answer} (DAI NOTE: NEW IN 2012.)

SR

- 1 Arlington Independent School District
- 2 Mansfield Independent School District
- 3 Kennedale Independent School District
- 4 Don't know/No answer

Q24d. **If you have school-aged children, what type of school(s) do your children attend?** {Choose All Correct Answers} (DAI NOTE: NEW IN 2012.)

MR

- 1 Public school
- 2 Private school
- 3 Home school
- 4 Do **not** have a school-aged child in my household
- 5 Don't know/No answer

Q24e. (ASK IF CODE 1-3 IN Q24d; OTHERWISE SKIP TO Q25) **What is your overall level of satisfaction with the quality of education your child(ren) receive?** {Choose One Answer} (DAI NOTE: NEW IN 2012.)

SR

- 1 Very satisfied
- 2 Somewhat satisfied
- 3 Somewhat dissatisfied
- 4 Very dissatisfied
- 5 Don't know/No answer

Q25. **These last few questions are just for classification purposes.**

How long have you lived in Arlington? {Choose One Answer}

SR

- 1 Less than one year
- 2 1-3 years
- 3 4-6 years
- 4 7-10 years
- 5 More than 10 years
- 6 Don't know/No answer

Q26. **Do you own or rent your primary residence?** {Choose One Answer}

SR

- 1 Own
- 2 Rent
- 3 Don't know/No answer

Q26a. **What type of dwelling do you currently live in?** (DAI NOTE: NEW IN 2006) {Choose One Answer}

SR

- 1 Single-family home
- 2 Duplex
- 3 Mobile home
- 4 Condominium
- 5 Apartment
- 6 Other
- 7 Don't know/No answer

Q27. (DELETE IN 2009)

Q28. Q28b. (DELETED)

Q28c. (REPLACED WITH Q28d in 2012)

Q28d. **How do you get information about Arlington? What type of information service do you use to keep up with Arlington?** {Choose All Correct Answers} **(REPLACEMENT FOR Q28c in 2012)**

MR

- 01 Network TV/Over the air (WORDING CHANGE IN 2012)
- 02 Time Warner Cable TV (WORDING CHANGE IN 2012)
- 03 AT&T U-Verse (NEW IN 2012)
- 04 Satellite TV
- 05 Fort Worth Star-Telegram **print** edition (WORDING CHANGE IN 2012)
- 06 Fort Worth Star-Telegram **digital** edition (NEW IN 2012; SHOW BEFORE DMN PRINT)
- 07 Dallas Morning News **print** edition (WORDING CHANGE IN 2012)
- 08 Dallas Morning News **digital** edition (NEW IN 2012; SHOW AFTER DMN PRINT)
- 09 Internet news service via Yahoo!, Google, CNN, MSNBC, AOL, etc. (WORDING CHANGE IN 2012)
- 10 **City of Arlington** Facebook page (WORDING CHANGE IN 2012)
- 11 Other Facebook pages (NEW IN 2012; SHOW AFTER COA FACEBOOK)
- 12 **City of Arlington** Twitter feed (WORDING CHANGE IN 2012)
- 13 Other Twitter feeds (NEW IN 2012; SHOW AFTER COA TWITTER)
- 14 City website (**ArlingtonTX.gov**) (WORDING CHANGE IN 2012)
- 15 City news site (**MyArlingtonTX.com**) (NEW IN 2012; SHOW AFTER CITY WEBSITE)
- 16 **City of Arlington** Nixle (WORDING CHANGE IN 2012)
- 17 (PLACE HOLDER; DO NOT SHOW)
- 18 (PLACE HOLDER; DO NOT SHOW)
- 19 Other source (ALWAYS SHOW AFTER ALL OTHER STUBS)
- 20 Don't know/No answer (ALWAYS SHOW LAST)

Q29. **Which of the following categories contains your approximate annual household income, before taxes?** {Choose One Answer}

SR

- 01 Under \$15,000
- 02 \$15,000 but under \$25,000
- 03 \$25,000 but under \$35,000
- 04 \$35,000 but under \$50,000
- 05 \$50,000 but under \$75,000
- 06 \$75,000 but under \$100,000
- 07 (DO NOT SHOW ~~\$100,000 or more~~ IN 2010)
- 08 Don't know/No answer (ALWAYS SHOW LAST)
- 09 \$100,000 but under \$125,000 (NEW IN 2010)
- 10 \$125,000 but under \$150,000 (NEW IN 2010)
- 11 \$150,000 or more (NEW IN 2010)

Q30. **What is your ethnic background?** {Choose One Answer} (QUESTION WORDING CHANGE IN 2011)

SR

- 1 African American or Black
- 2 American Indian
- 3 Asian or Pacific Islander
- 4 Caucasian or White
- 5 Hispanic or Latin American
- 6 Multi-ethnic
- 7 Other ethnic background
- 8 Don't know/No answer

Q30a. (ASK IF NOT CODE 5, HISPANIC/LATINO, IN Q30; OTHERWISE AUTOPUNCH CODE 1 AND SKIP TO END) **Regardless of any other ancestry, and regardless of how many generations back it may be, do you consider yourself to be, at least somewhat, of Hispanic, Latino or Spanish origin?** (DAI NOTE: NEW IN 2011.) {Choose One Answer}

SR

- 1 Yes
- 2 No

Q31. (DELETED DEC 2007)

Thanks for completing this survey.

Your answers and personal information are private, protected, and secure

Thanks again for your help!

Kim Probasco
City of Arlington

(PROGRAMMER NOTE: LAND TO THE CITY WEBSITE: <http://www.arlingtontx.gov>)